

## ONLINE DISPUTE RESOLUTION THROUGH MEDIATION, ARBITRATION, CONCILIATION, ETC.

Presently there are more than 3 crore cases pending in various courts of the country and 46% of these involve Government Department or Government bodies. Hence, the Department of Justice is keen to explore options for Government Departments and Organisations and others for settlement of their disputes through alternate methods, like mediation, arbitration, conciliation, online or otherwise, etc, so that the Government litigation is reduced and Government Departments / Organisations are encouraged not to go to court for their disputes. This step may help Courts to concentrate on access to justice to people in better manner.

For the purpose, the Department of Justice has gathered the names of few Agencies/Institutions/Organisations working in the field of such alternate methods of dispute resolution, especially providing online mediation services in various matters. A list of such Agencies/Institutions/Organisations is given below with their contact numbers, brief profile of their activities and weblinks to enable the Government Departments and Organisations to know about them by visiting their weblinks/websites and contacting them for making good use of their services. This will help a great extent to reduce Government litigations.

The Government Departments/Bodies may select, according to the choice and requirement, from these Agencies/Institutions/Organisations for availing the services of the Mediators/Arbitrators/Conciliators. The concerned parties are free to decide the matter in legal manner.

***Disclaimer: Department of Justice is only providing information and will have strictly no role or responsibility in the matter.***

Name	Contact Detail	Profile	Services Rendered
ASSOCHAM International Council of Alternate Dispute Resolution ("AICADR")	Mr. S.L Khurana Joint Registrar Phone: 46550555 E mail: <a href="mailto:slkhurana1947@gmail.com">slkhurana1947@gmail.com</a> Website Link: <a href="http://assocham.org">http://assocham.org</a>	<ul style="list-style-type: none"><li>ASSOCHAM International Council of Alternate Dispute Resolution ("AICADR") Council is an exclusive Council of Associated Chambers of Commerce &amp; Industry of India (ASSOCHAM) providing Arbitration, Conciliation, Mediation or any other dispute resolution method.</li><li>Aims and objects are propagation of ADR, training, research and Co-ordination with other such centers.</li><li>ADR which covers Arbitration, Conciliation and</li></ul>	<ul style="list-style-type: none"><li>Mediation</li><li>Arbitration</li><li>Conciliation</li></ul>

		<p>Mediation including commercial contracts, IPR, Trade Marks, Copy Right, Banking, Building Construction, Maritime, Aviation, Ports, Ship Building, Insurance, Management Consultancy, Commercial Agency, Labour or any other area.</p> <ul style="list-style-type: none"> <li>• Disputes can be referred to AICADR under its Rules for Arbitration/Conciliation/Mediation. <ul style="list-style-type: none"> <li>i) By a clause in a contract providing for reference of the dispute under that contract rule</li> <li>ii) By a separate agreement providing for reference of the existing dispute</li> </ul> </li> </ul>	
<p>Bangalore International Mediation, Arbitration and Conciliation Centre (BIMACC)</p>	<p>Mr. B.C. Thiruvengadam  Director  Phone: 080 40902045  E mail: <a href="mailto:info@bimacc.org">info@bimacc.org</a>  Website link: <a href="http://www.bimacc.org">http://www.bimacc.org</a></p>	<ul style="list-style-type: none"> <li>• BIMACC is a public charitable trust registered under sections 11 and 12 under the Income Tax Act 1961</li> <li>• BIMACC is a comprehensive institutional ADR Centre that provides for Domestic and International – Arbitration, Mediation, Conciliation, Neutral Evaluation, Collaborative Settlement and Conflict Management.</li> <li>• BIMACC is recognised by the United Nations Commission on International Trade Law (UNCITRAL) and works in collaboration with the Fédération Française des centres de médiation (FFCM).</li> <li>• BIMACC conducts online Arbitration, Mediation and Conciliation using Video Conferencing facilities. Disputes concerning e-commerce are easily handled by exchange of mails and secure video conferencing. Several e-commerce companies in India and abroad employ BIMACC's online ADR services.</li> <li>• Teleconference is often used</li> </ul>	<ul style="list-style-type: none"> <li>• Mediation</li> <li>• Arbitration</li> <li>• Conciliation (online and otherwise)</li> </ul>

		<p>where videoconference facilities are not available. Joint sessions are conducted by using bridge calls and private sessions are done through direct phone calls. Neither the video nor the audio is recorded or stored by the mediator.</p> <ul style="list-style-type: none"> <li>The centre creates special and exclusive chat rooms for each of the parties. Each party logs into the chat room and interacts directly with the mediator. The other party will not be admitted in the chat room of the opposite party. At the end of the mediation session the mediator who is also the administrator of the chatroom deletes the chat room along with the messages.</li> </ul>	
Centre for Advanced Mediation Practice	<p>Ms. Tara Ollapally Mediator Phone: 080 26683578 E mail: <a href="mailto:Tara.ollapally@campmediation.in">Tara.ollapally@campmediation.in</a> Website link: <a href="http://campmediation.in">http://campmediation.in</a></p>	<ul style="list-style-type: none"> <li>CAMP is a pioneering institution providing private mediation services so that disputing parties can settle their disputes amicably.</li> <li>CAMP has successfully settled a variety of disputes across sectors like property, hospitality, partnerships, family etc. including cross-border disputes where one or more of the disputing parties belonged to a jurisdiction other than India.</li> </ul>	<ul style="list-style-type: none"> <li>Mediation</li> </ul>
Construction Industry Arbitration Council	<p>Dr. P.R. Swarup, Member Secretary Phone: 26451766 / 41617971 E mail: <a href="mailto:prswarup@hotmail.com">prswarup@hotmail.com</a> Website link: <a href="http://www.ciac.in">http://www.ciac.in</a></p>	<ul style="list-style-type: none"> <li>Construction Industry Arbitration Council (CIAC) is an independent, not-for-profit institution headquartered in New Delhi, established under an MoU as a joint venture between the Construction Industry Development Council (CIDC) and the Singapore International Arbitration Centre (SIAC).</li> <li>CIAC has been closely associated with United Nations Commission on International Trade and Law (UNCITRAL) on Rules and Procedures for Arbitration.</li> </ul>	<ul style="list-style-type: none"> <li>Arbitration</li> </ul>

		<ul style="list-style-type: none"> <li>• The main objectives of CIAC are to – <ul style="list-style-type: none"> <li>✓ Promote and encourage the practice of settlement of construction-related disputes by arbitration and conciliation/ mediation.</li> <li>✓ Facilitate arbitration, especially institutional arbitration and conciliation/ mediation for commercial disputes arising in the construction industry</li> <li>✓ Disseminate information on arbitration and conciliation/ mediation</li> <li>✓ Maintain close relations and co-operation with domestic, regional and international organizations with similar aims and objectives</li> </ul> </li> </ul>	
<p>Delhi Dispute Resolution Society (DDRS) Department Law Justice &amp; LA, Government of Delhi</p>	<p>Ms. Puja Diwan  Officiating Director  Phone: 2397 1019  E mail: <a href="mailto:pujadewan@gmail.com">pujadewan@gmail.com</a>  Website link:  <a href="http://delhi.gov.in/wps/wcm/connect/doiit_ddrs/DELHI+DISPUTES+RESOLUTION+SOCIETY/Home/">http://delhi.gov.in/wps/wcm/connect/doiit_ddrs/DELHI+DISPUTES+RESOLUTION+SOCIETY/Home/</a></p>	<ul style="list-style-type: none"> <li>• Delhi Dispute Resolution Society (Regd.) (DDRS) under the Department of Law, Justice &amp; L.A., Govt. of N.C.T. of Delhi, came into an existence on 27th November 2009 with the objective of providing alternative forum for resolution of disputes of the public at large before approaching the Court of Law.</li> <li>• 09 Mediation and Conciliation Centres and 01 Mediation Clinic of TDSAT at Samrat Hotel have been established so far in various parts of Delhi and are running successfully.</li> <li>• The Society is in the process of setting up of 10 more Centres in remaining parts of Delhi out of which the sites for 05 Centres have already been identified such as Vikas Puri, Bhogal, Janak Puri, Humanyupur and Najafgarh.</li> <li>• The Mediation Centres of DDRS have been set up with such an environment in which the complainant / applicant feels comfortable and fearless. Each Mediation Centre of DDRS having single window</li> </ul>	<ul style="list-style-type: none"> <li>• Mediation</li> <li>• Conciliation</li> </ul>

		<p>front office for providing information and services to the citizens/disputant parties to resolve their disputes amicably at one point.</p> <ul style="list-style-type: none"> <li>• 18,383 disputes have been resolved / settled till 30th June 2017. Various other organizations are referring the matters to the DDRS for quick disposal. So far, 47,705 cases/disputes have been received for mediation.</li> <li>• The people at large can approach any of these Mediation Centres for amicable settlement of their disputes and can get them settled expeditiously.</li> <li>• The overall success rate of settlement is 38.53% which lessen the burden on the Courts.</li> <li>• As far as Online Dispute Resolution is concerned, we are planning to set up a separate cell for the same in the near future.</li> </ul>	
<p>Indian institute of Arbitration &amp; Mediation</p>	<p>Mrs. Varuna Bhandari, Director Phone: 0484 4017731 E mail: <a href="mailto:varuna.bhandari@gmail.com">varuna.bhandari@gmail.com</a> Website link: <a href="http://www.arbitrationindia.org">http://www.arbitrationindia.org</a></p>	<ul style="list-style-type: none"> <li>• IIAM is dedicated to promote the amicable and fair settlement of disputes. It aims to create an environment in which people can work together to find enduring solutions to conflicts and tensions.</li> <li>• IIAM provide facilities for alternative dispute resolution (ADR), which includes international and domestic commercial arbitration, mediation/ conciliation and negotiation.</li> <li>• IIAM provide professional mediation services for transnational business deals and disputes by respective regional mediators.</li> <li>• Under the IIAM Arbitration and Mediation Rules, dispute resolution is scheduled to commence and conclude within a time frame.</li> <li>• IIAM Mediation Rules and Code of Conduct of Mediators are based on the guidelines issued by</li> </ul>	<ul style="list-style-type: none"> <li>• Mediation</li> <li>• Arbitration</li> </ul>

		<p>the International Mediation Institute, The Hague (IMI) and the IIAM Arbitration Rules are adopted under the UNCITRAL Arbitration Rules.</p> <ul style="list-style-type: none"> <li>• It is the vision of IIAM that an effective preventive dispute management practice and risk management tool will preempt and avoid 50 – 70% of the litigation.</li> </ul>	
<p>International Centre for Alternate Dispute Resolution (ICADR)</p> <p>Working under the Aegis of the Supreme Court of India</p>	<p>Mr. B.S. Saluja, Secretary General Phone: 26139706, 65931884, 65931886 E mail: <a href="mailto:icadr@nic.in">icadr@nic.in</a> Website Link: <a href="http://icadr.nic.in">http://icadr.nic.in</a></p>	<ul style="list-style-type: none"> <li>• The ICADR is an autonomous organization with its headquarters at New Delhi and Regional Centres at Hyderabad and Bengaluru.</li> <li>• It was registered as a Society in May 1995 under the Societies Registration Act, 1860 for the promotion and development of ADR facilities and techniques to facilitate early resolution of disputes and to reduce the increasing burden of arrears in Courts.</li> <li>• The objectives of ICADR , inter alia, are <ul style="list-style-type: none"> <li>✓ To promote studies in the field of alternative dispute resolution (ADR) and allied matters;</li> <li>✓ To provide facilities and administrative and other support services for holding conciliation, mediation, mini-trials and arbitration proceedings</li> </ul> </li> <li>• The several dispute-resolution procedures administered by the ICADR are :- <ul style="list-style-type: none"> <li>• Arbitration: A procedure in which the dispute is submitted to an arbitral tribunal which makes a decision (an “award”) on the dispute that is binding on the parties, unless challenged.</li> <li>• Fast-track Arbitration: A form of arbitration in which the arbitration award is rendered in a particularly short time and at reduced cost. To</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Mediation</li> <li>• Arbitration</li> <li>• Conciliation</li> </ul>

		<p>facilitate the resolution of Arbitration and Fast-Track Arbitration disputes, ICADR has framed the ICADR Arbitration Rules, 1996 (including provisions for Fast Track Arbitration).</p> <ul style="list-style-type: none"> <li>• Mini-trial: A non-binding procedure in which the disputant parties are presented with summaries of their cases to enable them to assess the strength, weaknesses and prospects of the case and then an opportunity to negotiate a settlement with the assistance of a neutral adviser. For this purpose ICADR has framed the ICADR Mini-trial Rules, 1996.</li> <li>• Conciliation/Mediation: A non-binding procedure in which an impartial third party, the conciliator/mediator, assists the parties to a dispute in reaching a mutually satisfactory agreed settlement of the dispute. To facilitate the resolution of Conciliation/Mediation disputes, ICADR has framed the ICADR Conciliation Rules, 1996, which are also adapted and made applicable to Mediation Cases.</li> <li>• 5. Con/Med-Arb: A procedure which combines, sequential, conciliation/ mediation and where the dispute is not settled through conciliation/mediation within a period of time agreed in advance by the parties, arbitration. Copies of the Arbitration and Conciliation Act, 1996 and the Rules referred to above are available from ICADR's office on request</li> </ul>	
International & Domestic Arbitration	Mr. S. Ravishankar, Director Phone: 0265-2355054/55	<ul style="list-style-type: none"> <li>• IDAC India is a professionally managed, Institutional Arbitration Centre offering domestic and</li> </ul>	<ul style="list-style-type: none"> <li>• Arbitration</li> </ul>

Centre in India (IDAC)	E mail: <a href="mailto:ravi@lawsenate.com">ravi@lawsenate.com</a> Website link: <a href="http://www.idacindia.org">http://www.idacindia.org</a>	international arbitration administration services. IDAC India is incorporated as a non-profit company under Section 8 of the Indian Companies Act, 2013. <ul style="list-style-type: none"> <li>• IDAC's physical facilities include two state-of-the-art arbitration rooms, three consultation rooms and two exclusive chambers for the arbitrators.</li> <li>• Video conferencing facilities, allow the participation of lawyers, clients or witnesses from abroad. Audio-recording facilities, computer and internet access, printing, photocopying and scanning etc. are also available on-site.</li> </ul>	
Nani Palkhivala Arbitration Centre (NPAC)	Dr. J. Durga Lakshmi Registrar Phone: 044 24987145 E mail: <a href="mailto:nparbitration@gmail.com">nparbitration@gmail.com</a> Website link: <a href="http://nparbitration.in">http://nparbitration.in</a>	<ul style="list-style-type: none"> <li>• Nani Palkhivala Arbitration Centre (NPAC), is a non-profit company registered under Section 25 of the Companies Act 1956. NPAC was founded by the Palkhivala Foundation.</li> <li>• NPAC's main objective is to provide world class facilities to conduct arbitration proceedings and also to make it a centre of excellence in the matter of Institutional Arbitration.</li> <li>• NPAC has been formally recognized by the Madras High Court to render assistance in Arbitration matters by its Order dated 21.9.2005</li> <li>• NPAC has its own Rules which could be incorporated in all existing and pre-existing contracts between the parties.</li> <li>• NPAC is one of the few recognized institutions on arbitration in India with an outstanding panel of arbitrators comprising not only retired judges and lawyers but also chartered accountants, civil servants, engineers, etc.,</li> <li>• It has so far conducted 18 arbitrations and has become increasingly popular and preferred venue</li> </ul>	<ul style="list-style-type: none"> <li>• Arbitration</li> </ul>



		for conducting arbitration proceedings.	
ODRways	Mr. Pranjal Sinha Co-Founder Mobile: 8337030883 E mail: <a href="mailto:pranjal.sinha12@gmail.com">pranjal.sinha12@gmail.com</a> Website link: <a href="https://odrways.com">https://odrways.com</a>	<ul style="list-style-type: none"> <li>• ODRways was launched in 2015.</li> <li>• The online mediation platform is called DOMAIN and is one of the first in India.</li> <li>• It has 50 registered mediators from 19 cities across India. After a beta test of 6 months, the platform was officially launched on 5th April, 2017.</li> <li>• The technical features of the platform include: <ul style="list-style-type: none"> <li>✓ Complaint Filing Mechanism- An easy way for the consumer to file a case.</li> <li>✓ Direct negotiation between the parties: Secure messaging and chat module</li> <li>✓ Online Pre-Mediation Software- Deciding the timing and Venue of the Mediation, Audio Conferencing.</li> <li>✓ Case Management software for Mediators- Role based dashboards, case and workload automation, calendars, online case progress tracker</li> <li>✓ Mediators Database- Online Profiles of Mediators across 19 cities in India</li> <li>✓ Web Interface Design after studying the major 127 ODR platforms across the World.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Online Mediation</li> </ul>
Online Consumer Mediation Centre	Prof.(Dr.)Ashok R. Patil Director Phone: 91 974 1774 148 E mail: <a href="mailto:ocmc@nls.ac.in">ocmc@nls.ac.in</a> Website link: <a href="http://onlinemediationcenter.ac.in">onlinemediationcenter.ac.in</a>	<ul style="list-style-type: none"> <li>• The Online Consumer Mediation Centre (OCMC) is established at National Law School of India University, Bengaluru under the aegis of Ministry of Consumer Affairs, Government of India with the mission of providing innovative technology for consumers and organisations to manage and resolve conflicts and to propel online mediation as a first choice to resolving consumer disputes.</li> <li>• The Online Consumer Mediation Centre provides</li> </ul>	<ul style="list-style-type: none"> <li>• Online Mediation</li> </ul>

		<p>for a state-of-the-art infrastructure for resolving consumer disputes both through physical as well as online mediation through its platform. Key Features of the online platform are:-</p> <ul style="list-style-type: none"><li>✓ Easy accessibility: All consumers, having basic knowledge of Information and Communication Technology, can reach us to settle their grievance.</li><li>✓ Security: The Online Mediation Centre places highest concern for data security and the high susceptibility to interception in the online space. Hence the Centre is working towards all measures in a manner that reflects and respects those needs.</li><li>✓ Confidentiality: To ensure Confidentiality guarantee not only with respect to the mediation tool but also the neutral third party who acts as a mediator through the platform.</li><li>✓ Cost-effective: To adopt innovative web-enabled techniques to make the entire process of online mediation as cost-effective as possible for the parties.</li><li>✓ Neutrality and Integrity: Strict Code of Ethics to qualified web mediators to ensure neutrality and integrity at every stage of the online mediation and henceforth.</li></ul>	
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